

QUALITY POLICY

VERSION: SEPTEMBER 2019



oneway
BUILDING YOUR FUTURE

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Quality Policy

One Way are committed to providing our customers with a fault free and reliable service.

To achieve this objective, it is essential that an effective Quality Assurance system is developed, implemented and through monitoring both the services provided and customer's perception; making continuous improvements to the system which is able to satisfy BS EN ISO 9001 2008.

Each year the company objectives and targets will be reviewed and re-set as appropriate.

The procedures and practiced outlined in the Quality Manual are there for that purpose and to ensure staff understanding of meeting customer, statutory and regulatory requirements.

This is to provide confidence to our customers and therefore the implementation of the Quality Policy is mandatory on all our employees and operatives.

The Quality System laid down in the Manual has the support of the Management and all staff are aware of its existence and must adhere to its stipulations. By means of induction and continuing training, members of the service are given an understanding of the requirements of the system and made aware of their involvement in the maintenance of the system.

The Managing Director has overall responsibility for Health and Safety and full supports the contents and implementation of the policy.

This policy is renewed at least annually.

Signed Date: September 2019



Paul Payne, Managing Director